

SAN JOSÉ STATE UNIVERSITY



Dr. Cynthia Teniente-Matson, President

Dear Spartan Community,

People have always been the foundation of our existence—the differentiator in the lives of our students and the support of one another. During the Fall Welcome Address, I spoke about an initiative called **People Centered Excellence**. A preview of this upcoming work was presented at our 2024-25 budget town hall this morning.

Last January, four workgroups were charged to review our campus-wide organizational structures and processes. We sought the advice and input from these workgroups relative to long-term financial health and support for our university community. In May and June, those workgroups produced reports that made it abundantly clear that it takes a lot of administrative effort for people to do their jobs effectively.

To this end, we will be moving forward to design a Human Resource and Finance Shared Service Model, based on the assessments conducted over the past several months. Funded by the Chancellor's Office, San José State will be leading a pilot initiative to design and implement the future-state of our administrative work to reduce bureaucracy and streamline services that meet our commitment to an administration process that effectively supports our faculty, staff, and students.

This launch marks the continuation of a thoughtful and deliberate journey to better serve our growing university community. To expedite our path to a future-state design, we have asked Deloitte Consulting's Higher Education practice to assist SJSU in developing a shared service model to deliver human resources and finance administrative services with the goal of improving service quality and experience.

Over the next three months, the Deloitte team will collaborate with SJSU stakeholders across the University to build on the assessment work we have conducted over the past several months and design a service model that will help reduce the administrative burden on faculty and staff and advance our Transformation 2030 goals.

We anticipate sharing the future model and implementation plans early during the winter term. In the meantime, I encourage you to reach out to my office with questions or input.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia Teniente-Matson".

Dr. Cynthia Teniente-Matson
President
(She/Her/Ella)

